

ATIC Accessibility

**To support the accessible community
in making informed travel decisions
for their individual needs**



This report prepared for:

Business name:	NT Bird Specialists
Address:	53 Moil Crescent
Town:	Moil NT
Date:	2023-01-26 15:22

ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

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Please note that if you have included images in your assessment, you may need to review the image size/layout and reformat to ensure readability.

OVERVIEW

Business Overview

The business has the following products/services available

- Tour/Transport
- Attraction

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Limited mobility
- Food allergies or intolerances
- Cognitive or people on the Autism Spectrum

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our website supports Screen Readers
- Our forms have high contrast boxes and submit boxes
- Our website meets WCAG 2.0 accessibility standards
- Our business offers the following alternative communication methods

- Plain English
- Easy to read signage and information (e.g. menus and emergency information)
- Pictorial menu

GENERAL

The business has the following in place to support guests during pre-arrival, arrival and reception

- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax
- Booking information and websites are compatible with screen readers
- A tablet with text to voice or pen and paper at reception to aid in communication
- Large print information sheets and registration forms
- Information and maps are available in written form
- A familiarisation tour
- Emergency and evacuation procedures are explained on arrival
- Luggage assistance
- The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: We recommend guests book private tours and accommodation if they prefer to manage fatigue this way. In private and small group situations we provide personalised seating/stools which we carry for the guest to use and rest on whenever needed. We also redesign itineraries to allow for less bushwalking and more vehicle/vessel-based wildlife viewing and undertake shorter walks. We also provide guests with pick up times each day so they can prepare themselves to be ready with minimal wait times. We carry hiking poles/walking sticks for guests who need extra stability and offer a hand to walk with.
- In addition, the following further information can assist guests:

- We have 40 years life experience having grown up with family and friends with disabilities and working with many clients of varying needs over 20 years.

The business has the following Car Park and Access amenities

- A drop off zone
- In addition, the following further information can assist guests:
 - Guests are dropped off as close to hotel reception or their rooms as possible.

The business has the following amenities/systems in place for entry

- A drop off point close to the entrance
- A path of access to the building is clear of obstruction
- Signage is written in a contrasting colour
- Signage is written in a Sans Serif font and use upper and lower case letters

The internal spaces have the following amenities in place

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- Tableware/glassware contrast with the table surface or table cloth
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:
 - We book accessible rooms with walk-in showers and close to reception or restaurants wherever possible for guests with limited mobility.

The public areas have the following amenities in place

- Display units, Televisions, Video displays etc. are open captioned
- Even lighting
- Seating

For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- In addition, the following further information can assist guests:
 - Microphones used in all vehicles.

External paths of travel have the following amenities are in place

- Pathways are wider than 900mm

Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use
- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- The toilet seat is 460mm above the floor

TOUR OPERATORS

The tour/transport services have the following facilities/amenities in place

- Busses/Coaches
- 0 vehicles have wheelchair lifts or ramps

- 0 vehicles have low floors with ramped entry
- The maximum wheelchair capacity available in the fleet is 0

Route Planning

- The tour route includes stops with accessible toilet facilities
- Lunch stop venues are accessible
- Overnight Stops
- For overnight stays, wheelchair accessible rooms are available
- A total of 0 wheelchair passengers can be catered for overnight stops
- Walking Tours
- Multi-paced to account for slower walkers
- Hearing aid compatible

Guides have been trained in the following

- Use of clear/simple English
- Correct pronunciation for lip readers
- In addition, the following further information can assist guests:
 - We book accessible rooms with walk-in showers and close to reception or restaurants wherever possible for guests with limited mobility.

ACCOMMODATION

The accommodation rooms have the following facilities/amenities in place

- There are 3 rooms available to guests who use a wheelchair
- Bedroom furniture can be re-arranged on request

The following bed types are available in wheelchair accessible rooms

- One double/queen bed/king bed
- Two single beds
- Two double/queen
- One double/queen and one single
- Televisions are equipped with closed captioning capability
- There is contrast between the walls, skirtings, floor and furniture
- There a clear path through the room
- The edges of all furniture and fixtures are rounded
- Housekeeping procedures instruct staff not to reposition furniture that has been moved
- Doors open fully against the adjoining wall
- There clear opening at least 850mm wide
- There at least one chair with rigid arms
- Wardrobe and drawer handles are easy to grip
- The bedside lamp switch is easy to reach from the bed
- There is at least 130mm clearance under the bed
- Non-allergenic cleaning products are used

The bathrooms have the following facilities/amenities in place

- All heating appliances and hot water pipes are protected or insulated
- All shower, bath and basin taps are clearly differentiated between hot and cold
- Fixtures and fittings have rounded edges
- The door is at least 850mm wide
- Handrails are fitted
- There is a minimum of 1400mm of clear space in front of the toilet
- A range of non-allergenic toiletries are available
- There is a roll-in shower with fold down fixed seat or a shower chair
- A door is fitted to the shower
- In addition, the following further information can assist guests:
 - Bathroom and room styles vary according to hotel venue and remote settings. We book accessible rooms with walk-in showers and close to reception or restaurants wherever possible for guests with limited mobility.

ATTRACTIONS

THE FOLLOWING COMMON SPACE FACILITIES/AMENITIES ARE IN PLACE

Parks and gardens

- Accessible toilets
- Accessible toilets are signed at regular intervals
- Seats are provided at regular intervals
- Direction signage contains distances
- The park or garden contains sensory experiences
- Accessible picnic tables
- Accessible drinking fountains

FOOD AND DRINK

The dining spaces have the following facilities/amenities in place

- The entrance has level access
- The doorway is at least 850mm wide
- There is level access through the dining area
- Chairs are moveable to allow for wheelchairs to be seated at the tables
- There are areas of full lighting
- There are Plain English menus
- There is an accessible toilet

Our business caters for the following dietary requirements

- Sugar free (diabetic)
- Gluten free (celiac)
- Lactose free (dairy free)
- Low fat and fibre with no gastric content
- Low potassium
- Low sodium
- Nut free
- Additive free
- Organic
- Vegetarian
- Vegan
- Kosher
- Halal
- There are procedures in place to avoid cross-contamination of food products

Report Disclaimer

Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

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